



Assessing the Impact of Italian public libraries. A research study supported by the IFLA Researcher-Librarian Partnership

Sara Chiessi
Consorzio Sistema Bibliotecario Nord-Ovest
Milan, Italy

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Abstract:

The study – the first of its kind to be conducted in Italy – seeks to identify, test and describe a suitable method to measure the impact of Italian public libraries. A questionnaire for libraries' users was administered through personal interviews to 81 people in 4 different libraries, proving that a vast majority of them highly value their libraries and would be significantly affected if they closed down.

Despite the primary motivation for carrying out an impact evaluation being advocacy, another important effect seems to be a better perception of what the library is and what it should be in order to be a truly valuable institution.

In recent years, libraries all over the world have faced major funding cuts, and the global economic crisis has challenged their functionality – and sometimes their very existence – because of the huge cuts in their budgets. Impact evaluation studies are trying to demonstrate this value, developing adequate methods for identifying tangible and intangible benefits of the library.

The necessity of proving the library's value was first recognized in the nineties (Proctor, Usherwood & Sobczyk, 1996; Proctor, Lee & Reilly, 1998; Matarasso, 1998, as cited in Aabø, 2005). Owing to the spread of a more business-oriented outlook, the researchers gradually shifted their target from *social* to *economic* return, looking for a method to assess the economic value of a non-market good like the library (Morris, Sumson & Hawkins, 2002; Griffiths, King, Tomer, Lynch & Harrington, 2004; Aabø, 2005; Imholz & Arns, 2007; Elliott, Holt, Hayden & Edmonds Holt, 2007). Financial return was the main topic on libraries' agenda for a few years, yet lately there has been a sort of rethinking: libraries have a social and cultural value that goes far beyond

their economic value, therefore it would be a great mistake to focus on mere financial return (Throsby, 2001, as cited in Di Domenico, 2010), therefore researchers all over the world agreed about the need of a new type of impact measures, capable of measuring features like the “contributions public libraries make to strengthening places and community quality of life” (The Urban Libraries Council, 2007) or, in other words, their *social* return on investment.

In December 2010, ISO TC46/SC8 “Quality – statistics and performance evaluation”, chaired by Roswitha Poll has started a new working group – “Methods and procedures for assessing the impact of libraries” – trying to establish an international standard for assessing impact of libraries. This project had the chance to benefit from the working group’s initial concepts and on the other side to provide a practical test of those concepts: its results will be used in the development of the ISO standard on library impact.

In Italy, impact evaluation has raised interest only in the last two or three years, and this study was the first real attempt to apply impact evaluation models to Italian libraries. Being a pilot study, its main objective was to identify, test and describe a suitable method to measure impact.

Method

The chosen method for the project was a survey for actual library visitors executed through personal interviews. Four different libraries located within a 50 km radius took part in the project¹, and 81 persons were interviewed (approximately 20 per library).

The model for the survey was the questionnaire for public libraries developed in the IFLA project “Global statistics for the 21st century” (IFLA, 2011), with a few changes in order to adapt it to the regional circumstances. A first draft of the questionnaire was emailed to a sample of selected persons, and a second one was tested among a first group of library users. After a few changes, the questionnaire was ready for use.

Results

Here are displayed some of the main results of the survey, classified on the basis of the survey's questions.

Are you a registered patron of the library?

The interviews showed that 8.6% of the people who go to the library have not registered as users: that may mean that the number of library users could be almost 10% more than the registered active users.

Library visiting

92.6% of the interviewees visit the library at least once per month, and 37.1% visit it at least once per week: these data show that library users are generally regular visitors. Thus, the library seems to be a constant presence in their life (“I’m a retired person. Every evening I jog from home to the library, stop here for a while to read something, then jog back home: if I hadn't such a pleasant destination, I would give up jogging!”).

1 Antonio Delfini library (Modena central public library – 18.757 active borrowers); Crocetta library (Modena’s branch library – 2.987 active borrowers); the library of Castelfranco Emilia (4.890 active borrowers); Natalia Ginzburg library (Bologna’s suburban library – 5.418 active borrowers).

Activities in the library

The question “What do you do when you visit the library?” was always asked from 2 different viewpoints: “What do you do at all (but perhaps not so often)?”, and “What do you do most frequently?” in order to find out both people's activities and people's *favorite* activities inside the library. That gave rise to articulated results such as that for reference: 86% (nearly all) make use of the help services every now and then, but for only 4% (nearly nobody) it is one of the most frequently used services.

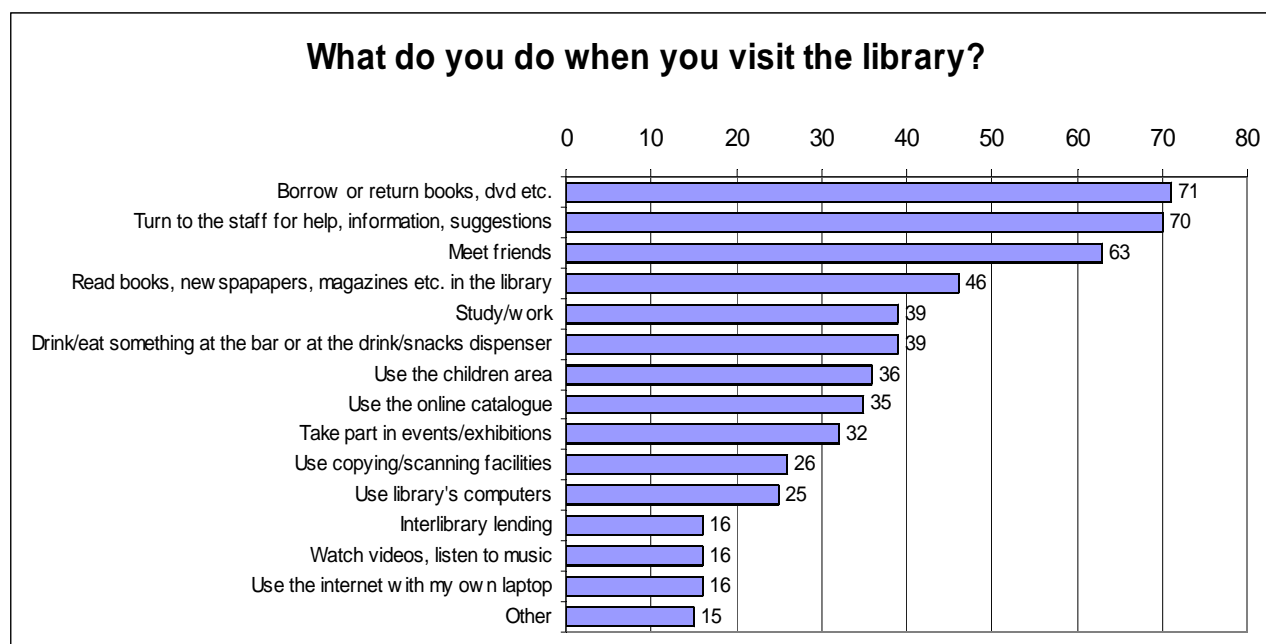


Figure 1

The most frequent activities (Figures 1-2) are:

- Borrowing items (87.66% - among the three most frequent activities of 75.3% of interviewees);
- Asking staff for help and/or information (86.4% - among the most frequent activities of just 3.7% of all the interviewees)
- Meeting friends (77.8% - among the most frequent activities of 13.6% of interviewees)

Reading (books, magazines, newspapers etc.) and study/work *in* the library come immediately after: respectively 56.8% (among the most frequent activities of 28.4% of interviewees), and 48.1% (among the most frequent activities of 19.8%).

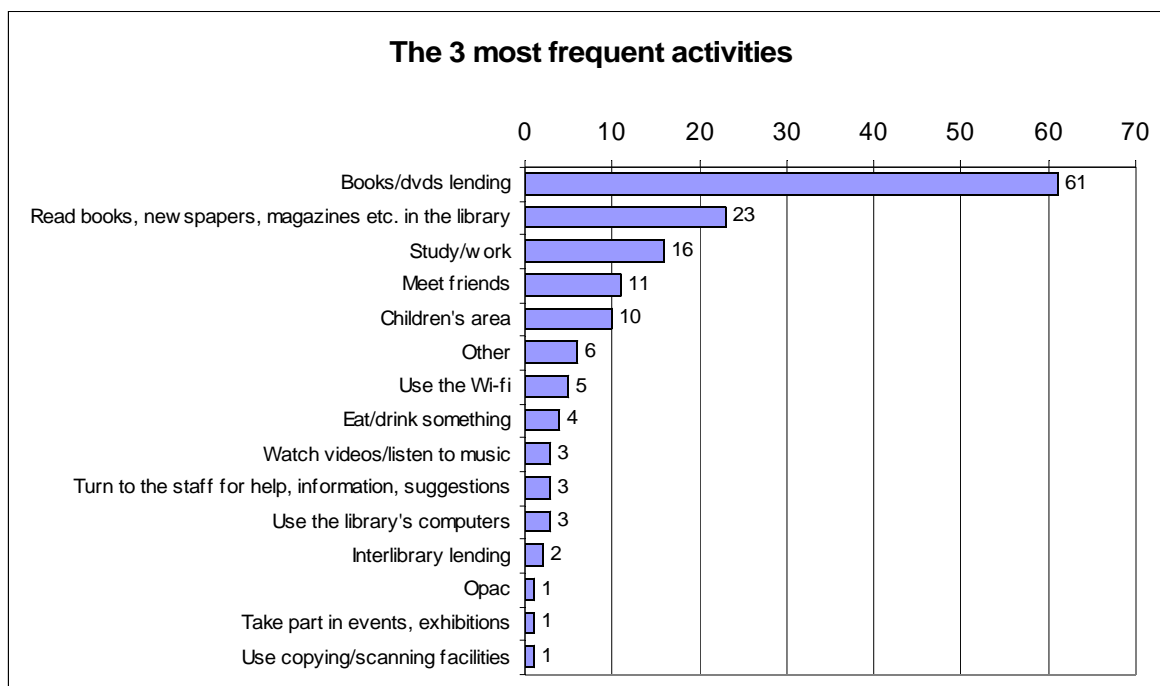


Figure 2

Borrowing – the most traditional library service – is still the most relevant one: despite the many innovations of the last two decades, the library still seems to be – for its patrons – mainly a place where you can browse and borrow books. But for most people (whether they're children, university students or working adults) the library is also an important *place*: a place where they go to meet people (77.8%), read books or newspapers (56.8%), study (48.1%) and take part in events or exhibitions (39.5%).

Furthermore, library users are accustomed to address the staff whenever they need help or information (86.4%) and in the free answers they often show that they appreciate that.

Online services

Surprisingly, just 42% of the library users access the library online services, and just 13.5% do it more than once per month, versus the 77.8% who visit the library more than once per month. The statistical data is very low, and this is probably due to the fact that electronic library services – with the exception of the Opac – are not yet well known.

Still, there's another factor that could have affected the results: the decision to interview people *within* the library, thus leaving out all the people who may use the library online services more frequently, but from outside the library. A further project will surely have to consider the option of an online survey too.

Benefits

“The time spent in the library is time that you gain, not time that you lose!”

With the question regarding benefits we come to the very heart of the research, as *benefits* and *impact* can somehow be considered synonymous. The question joined the two aspects of the physical and the virtual library, and interviewees had the option to check more than one box.

Among the benefits acknowledged by the interviewees, the great majority said that the library is an enjoyable place (98.8%), safe and quiet, for leisure (91.3%) and study (74.1%). It is also important for information: it helped the interviewees keep up-to-date (70.7%), and 65.4% of them developed new skills/new interests.

Among the “other benefits”, 5 interviewees (6.17%) expressly said that the library helped them to save money: so, even before coming to the specific question about money, a certain amount of people showed themselves to be conscious of an economic benefit.

In order to identify what interviewees see as highest value of the library, a second question asked them for the 3 most important benefits (Figure 3).

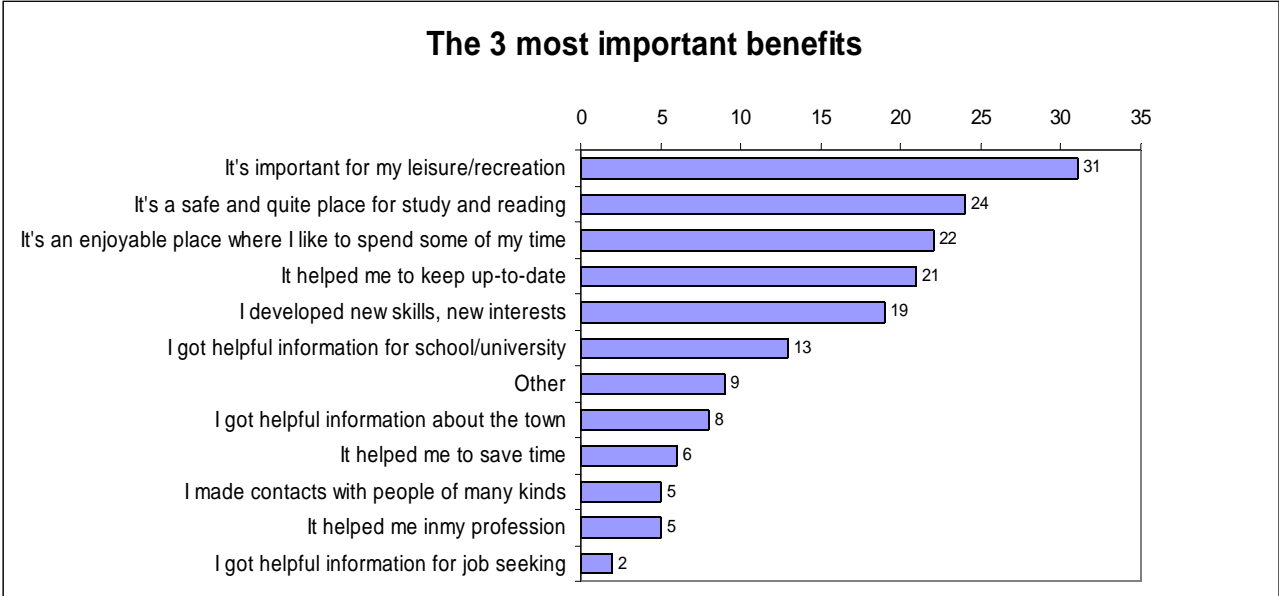


Figure 3

The majority of library users seem to appreciate the library as a physical place that is part of their community, a place where they like to go, not just to borrow books, but also to meet other people, and where sometimes they feel more at ease than at home (“I like it to come here, because at home there's my brother – that pain in the neck!”).

This is quite a surprising and important result, as there is a general conception that people just drop in at the public library to borrow books or other things, so that it doesn't make any sense to invest money and resources to create beautiful buildings with a comfortable atmosphere. For future surveys, it is recommended to include in the questionnaire an additional question to quantify the average time spent in the library.

The interviewees' free answers do not overlook the informative side of the library either. A high percentage of people number among the benefits "keeping up-to-date" (70.7%) and "developing new skills/new interests" (65.4%): "I didn't have a proper education, so now that I've got time I like to learn new things". Thus, the library turns out to be the right place to go when you're looking for help and information in addition to books. Sometimes this information may come from non-conventional sources, such as an exchange of ideas with someone you meet at the library ("While exchanging views with other people I came across interesting information that I wouldn't have find otherwise").

It is interesting to note that 22 free answers (27.16% of the interviewees) suggest some kind of benefits for children. Hence – considering also that 44% of interviewees reported to use the children's area, and 12.3% included it among their 3 most frequent activities in the library – it seems advisable to include in the question about "benefits" an additional option about benefits for children.

Increase of use

This question – like the questions about activities of users in the library – was meant to give background information for the issue of benefits. Increasing use in specified areas can thus be compared with what users regard as benefiting them. Nonetheless, the increase of use indicated by 64% of the interviewees was not supported by the library statistics: between 2008 and 2010 (also considering that two of the sample libraries closed down for a few months when they moved to a new address) the number of active users and loans remained substantially unchanged. Yet, the answer corroborates the positive opinion about libraries that is expressed everywhere. What's surprising is that the increase still concerns mainly borrowing (65%) and not – for example – Internet or computer use (15.4%). This result is consistent with the answers about the use of library online services: once again it seems that traditional library services are still the more significant for the majority of people.

"What would you do if the library closed?"

This question is the follow-up of the benefit questions. It is meant to show whether the library benefits are only "nice to have", or whether without the library there would be a real gap in people's lives that could not be replaced by other institutions.

88.9% of interviewees would be affected by the library closedown, and 14.8% claim that they couldn't get the same information and services elsewhere ("If this library closed down I should have to go to the University library, but I couldn't find not-for-study documents there"; "I should go to another town – but I know that, after all, I wouldn't do it")

The most interesting issue is that – though 80% of interviewees have Internet access at home – only 41.8% of the respondents think they could get the same information or services via the Internet, while 92.5% of them would go to another library. So the library – for it's users – seems to be an irreplaceable institution, both as place and as service for the community.

Costs of surrogate services

Usually, when projects tried to assess library benefits in monetary terms, they have used the contingent valuation method and asked for the "willingness-to-pay": What would you be willing

to pay for up keeping of this library? For this project, it was decided to put the question in another way: What do you think you would have to pay monthly for replacing the library's services to you (if at all possible)? It was notable that the respondents often misinterpreted the question into: What would I be able to pay? So, 12.3 % of interviewees said that they would pay less than 10€ not because they don't value the library but because at the present time they couldn't afford to spend any money on books, CDs, DVDs etc. ("If the library was closed down I wouldn't pay anything: I should simply dispense with everything I do here").

The reported costs for potential surrogate services are indeed astonishing: 47% would have to pay between 10 and 29€, 34.5% would have to pay more than 30 €, and of them 11.1% would even have to pay 60€ or more. Furthermore, a number of respondents stressed the fact that – despite the price they would be able to pay – they would have to dispense of something else in any case ("If the library closed down, it would be too big a loss. In our family there are 7-8 people, and we all read").

The unreal scenario of the library closedown made the interviewees eager to say something about their personal conception of the library's value – which is the ultimate subject of this research.

They considered not only why this library is important for them ("The library helped me to overcome my shyness, and the uneasiness due to the fact I couldn't speak a fluent Italian: here I feel equal to anybody else. I feel that everybody – doesn't matter whether he/she is Italian or foreigner – is equal"), but also its general social value ("If the library closed down I wouldn't think of how much I would have to pay, but of the great loss for the town: loss of an important point of reference, and loss of a place where people can socialize", "The library is important, I think that the idea that there's still something free and shared with other people is essential"). That is quite remarkable, as the questionnaire focused mainly on individual activities and benefits, and seems to show a widespread belief that the library has a social impact that goes beyond the individual benefits for each user.

Internet access

The question about PC and Internet access at home proved very useful: it shows that a majority of library users have a PC (88%) and Internet access at home (80%). This can partly explain why Internet and the library PCs don't seem to be essential services for the majority of interviewees. Nonetheless, there's a significant 20% who don't have Internet access at home, thus showing the importance of having Internet access within the library in order to lessen the digital divide.

Data combination

The questionnaire's answers can also produce more specific information with simple data processing, analyzing the answers by age range ("what do children and teenagers do when they go to the library?", "what do university students do?") or – for instance – finding out interesting issues as: "what not registered users of the library do when they go to the library?", "how do the answers of those who go to the library several times per week differ from those of overall respondents?", or "how those who value the library and its services at 720€ or more per year benefited from the library?" etc.

Discussion

This study cannot certainly claim to have established a comprehensive reliable picture of library impact and value in the participating libraries. 81 respondents do not constitute a statistically valid sample, but aim of the project was to test a method and an instrument in order to verify whether it could be considered suitable, effective and repeatable too: still, the answers provided an insight into which library services are influencing the population, and what benefits users think they are receiving.

The questionnaire itself worked on the whole very well, nonetheless – based on the gained experience – a few modifications were planned in order to make it more effective. Here are some of the determined changes:

- ⤴ Considering the low percentage of people who make use of the library online services, question 4.2 (“What do you do when you visit the library website/Opac?”) could be deleted and saved for a specific online survey.
- ⤴ Question 6 and 6.1 (“Did you increase the use of the library's services during the last 2 years?”) proved to give just a personal impression of the users – the general use statistics of the library show another picture – so it should be deleted too: the answer is unreliable, and more reliable information could come from traditional library statistics.
- ⤴ Question 8 (willingness to pay) could be kept or left out depending on the aim and the target of the research: monetary value is not very useful in order to understand the deeper value of the library and of its services, and it doesn't give any useful information about how to improve them. On the other side, it has the huge advantage that the results are quantifiable, and that the respondents seem to be quite able to estimate their library's value in terms of money. In addition, these results can be very effectual when demonstrating library value to funders, local representatives or the public.
- ⤴ At the beginning a question could be added about the time spent in the library: it would be interesting to understand how much time people usually spend in the library, and – for instance – how much time is spent by those who most value the library, or by those who visit it often etc.
- ⤴ Within the personal data, it seems essential to have further information about the respondents' education and occupation.

The revised questionnaire can be considered as one of the project's results: it is a tested instrument that could be used by other public libraries, not only in Italy.

Limitations and recommendations for future impact surveys

As mentioned earlier, this work was the first attempt to find a method – suitable to the Italian reality – to measure the impact of Italian public libraries. Being a pilot study specific limitations were needed – with regards to the participating libraries, with regards to the survey sample, and also with regards to the number of respondents. A future impact survey might consider non-users as well as library users. They could explain why people don't go to the library, what their image of a library is like, and whether they think a library is valuable even if they don't receive direct benefits from it.

Given the low percentage of library e-services' users inside the library, it seems also necessary to plan an online survey addressed to the users of library e-services – on the library website or on its facebook page – specifically concerning the e-services' use (and benefits).

Finally, though an impact evaluation survey can be effective if done in a single library, it is recommended to carry out an evaluation project on a regional or national level. In a joint project it will be easier to attain the necessary (economic and human) resource, but – above all – only a project based on a broad library community will have the authority for achieving reliable and statistically valid results, and finally decide on a uniform and acknowledged method for measuring impact.

Conclusion

One of the most interesting ideas generated by this research is that the *impact* of a library has much to do with the critical topic of the *sense* or *significance* of the library: what are the library's aims and relevance today – when so much information can be found and downloaded from the Internet – and what is its future? Understanding the value of the library for people means to understand what the library presently is and how it could become still more valuable for the community.

So, if advocacy for libraries and promotion of the library's value are the primary reasons for an impact evaluation project, another very important issue seems to be a better understanding of what we could call the *(es)sense* of library.

A final consideration: the Researcher-Librarian Partnership

Research within the library is a challenging and inspiring task, but most times it's hard to accomplish for a number of reasons: lack of confidence, inadequate support, insufficient research skills or research tools. The IFLA LTR Section provided the six protégés with all these basic requisites, in order to give them the wherewithal to carry out their projects.

Thus, this work would probably never have existed without the IFLA “Researcher-Librarian Partnership”, and it certainly wouldn't have achieved the same results in terms of soundness, reliability, findings and visibility. Thanks to the IFLA support and to the mentoring relationship the project had the unique and peculiar chance to deal with the international debate at the highest level – a chance hardly attainable for any first-time research experience.

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Appendix 1: The original questionnaire

**WHAT ARE LIBRARIES WORTH.
ITALIAN PUBLIC LIBRARIES IMPACT SURVEY**

This questionnaire is part of a research project concerning some libraries of Bologna, Modena and Castelfranco Emilia. We want to know how important the library and its services are for you and your

- study and research,
- vocational training/profession,
- further education,
- personal life and well-being.

Your answer can help us to model and develop still better services for you. Answers are voluntary and anonymous. Thank you for your interest and cooperation.

1. Are you a registered patron of the library? yes
no

2. In average, how often do you visit the library?

- daily
- several times per week
- several times per month
- ca. once per month
- less often

3. What do you do when you visit the library?

(Check more than one box, if applicable)

- 1. borrow or return books, dvd etc.
- 2. look at the library's online catalogues
- 3. read books, newspapers, magazines etc. in the library
- 4. interlibrary lending
- 5. use copying/scanning facilities
- 6. study/work in the library
- 7. listen to audio material
- 8. watch videos, films in the library
- 9. use library's computers
- 10. use the Internet with my own laptop
- 11. take part in cultural activities/events/exhibitions (lectures, reading groups etc.)
- 12. meet friends
- 13. eat/drink something at the library cafe or at the drink/snacks dispenser
- 14. turn to the staff for help, information, suggestions
- 15. use the children area together with my son/grandchild/as a babysitter etc.
- 16. other (please describe).....

Please name your 3 most frequent activities (e.g. 1, 9, 4) _____

4. Did you ever visit (from home, work etc.) the library website or the library Online catalogue?

- yes no

4.1. If your answer to question 4 was “yes”, in average how often do you visit the library website or the online catalogue (Opac)?

- daily
 several times per week
 several times per month
 ca. once per month
 less often

4.2. If your answer to question 4 was “yes”, what do you do when you visit the library website/Opac?

(Check more than one box, if applicable)

- | | |
|---|--------------------------|
| 1. online catalogue | <input type="checkbox"/> |
| 2. check my account, make a reservation | <input type="checkbox"/> |
| 3. check the library's opening hours | <input type="checkbox"/> |
| 4. ask for information | <input type="checkbox"/> |
| 5. browse the library's website | <input type="checkbox"/> |
| 6. download full-text resources | <input type="checkbox"/> |
| 7. get information about the latest item purchased | <input type="checkbox"/> |
| 8. get information about coming events/activities | <input type="checkbox"/> |
| 9. I'm registered to the public libraries' mailing list service | <input type="checkbox"/> |
| 10. read the librarians' blog | <input type="checkbox"/> |
| 11. other (please describe) | <input type="checkbox"/> |

Please name your 3 most frequent activities (e.g. 1, 2, 5) _____

5. Have you benefited from visiting the library or using its online services?

(Check more than one box, if applicable)

1. I received helpful information for school/university
2. I developed new skills, new interests
3. the library helped me to keep up-to-date
4. the library was important for my leisure/recreation
5. the library helped me in my profession
6. the library helped me to save time
7. I found helpful information for business and commerce
8. I got helpful information for job seeking (writing a resume, seeking job ads on the internet etc.)

9. I received helpful information about the town/neighborhood (community service, public utilities, events, initiatives etc.)
10. I made contact with many different kinds of people
11. I experienced the library as an enjoyable place where I like to spend some of my time
12. I experienced the library as safe and quiet place for studying and reading
13. other (please describe)

Please name the 3 benefits that were most important for you (e.g. 3, 2, 11) _____

6. Did you increase the use of the library's services during the last 2 years (2009-2010)?

- yes no I don't know

6.1. If your answer was “yes”, which services did you use more often than before?

Please describe

In the following questions we're going to ask you to picture an unreal scenario where, in the immediate future, you won't be anymore in the condition to use this library and its services. We'd like to know what that would mean for you.

(Nb: This is not an actual possibility: this library's existence is NOT under discussion)

7. If the next year this library was closed down, could you get the same information/services elsewhere?

(Check more than one box, if applicable)

1. yes
2. yes, but it would take more time and effort
3. yes, but not everything (if necessary describe.....)
4. no
5. I don't know

8. If you think you could get the same services/information elsewhere, where would you get it?

(Check more than one box, if applicable)

1. via the Internet
2. in the media (newspapers, radio, television)
3. purchase/rent in a bookshop or specialist shops
4. from colleagues, friends etc.
5. from another library
6. other (please describe)

9. A few figures:

- average price of a book 10 Euros;
- average price of a newspaper 1,20 Euros;
- average price for a 24-hours DVD renting 2-4 Euros;
- lowest rate of an Internet Point per hour 1,50 Euros.

If you couldn't benefit from library's services, how much do you think you would have to pay – monthly – to obtain the same information/services elsewhere?

- | | | | | | |
|-------------------|--------------------------|-------------------|--------------------------|----------------------|--------------------------|
| 1. 0 to 9 Euros | <input type="checkbox"/> | 4. 30 to 39 Euros | <input type="checkbox"/> | 7. 60 Euros and more | <input type="checkbox"/> |
| 2. 10 to 19 Euros | <input type="checkbox"/> | 5. 40 to 49 Euros | <input type="checkbox"/> | | |
| 3. 20 to 29 Euros | <input type="checkbox"/> | 6. 50 to 50 Euros | <input type="checkbox"/> | | |

Have you got any story you'd like to tell about your experience with the library?

.....
.....
.....
.....

Personal data

These additional questions can help us to interpret your answers correctly.

- How old are you?

- | | | |
|-----------------------------------|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> under 18 | <input type="checkbox"/> 25 to 39 | <input type="checkbox"/> 60 or over |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 40 to 59 | |

- Are you: F M

- Do you have the opportunity to use a computer at home? yes
no

- Do you have internet access at home? yes
no

Appendix 2: The revised questionnaire

What are libraries worth. Italian Public Libraries Impact Survey

1. Are you a registered patron of the library?

- yes no

2. In average, how often do you visit the library?

- daily
 several times per week
 several times per month
 ca. once per month
 less often

3. In average, how long do you stop at the library?

- From 0 to 30 minutes
 From 30 minutes to 1 hour
 1 hour and more

3. What do you do when you visit the library?

(Check more than one box, if applicable)

- | | |
|---|--------------------------|
| 1. borrow or return books, dvd etc. | <input type="checkbox"/> |
| 2. look at the library's online catalogues | <input type="checkbox"/> |
| 3. read books, newspapers, magazines etc. in the library | <input type="checkbox"/> |
| 4. interlibrary lending | <input type="checkbox"/> |
| 5. use copying/scanning facilities | <input type="checkbox"/> |
| 6. study/work in the library | <input type="checkbox"/> |
| 7. listen to audio material, watch videos, films in the library | <input type="checkbox"/> |
| 8. use library's computers | <input type="checkbox"/> |
| 9. use the Internet with my own laptop | <input type="checkbox"/> |
| 10. take part in cultural activities/events/exhibitions (lectures, reading groups etc.) | <input type="checkbox"/> |
| 11. meet friends | <input type="checkbox"/> |
| 12. eat/drink something at the library cafe or at the drink/snacks dispenser | <input type="checkbox"/> |
| 13. turn to the staff for help, information, suggestions | <input type="checkbox"/> |
| 14. use the children area together with my son/grandchild/as a babysitter etc. | <input type="checkbox"/> |
| 15. other (please describe)..... | <input type="checkbox"/> |

Please name your 3 most frequent activities (e.g. 1, 9, 4) _____

4. Did you ever visit (from home, work etc.) the library website or the library Online catalogue?

- yes no

4.1. If your answer to question 4 was "yes", in average how often do you visit the library website or the online catalogue (Opac)?

- daily
 several times per week
 several times per month
 ca. once per month

less often

5. Have you benefited from visiting the library or using its online services?

(Check more than one box, if applicable)

1. I received helpful information for school/university
2. the library helped me to keep up-to-date or to develop new skills/new interests
3. the library was important for my leisure/recreation
4. the library helped me in my profession
5. the library helped me to save time (I can find different kind of things and services: novels, books for study, DVDs, internet etc.)
6. the library helped me to save money
7. I got helpful information for job seeking (writing a resume, seeking job ads on the internet etc.)
8. I received helpful information about the town/neighborhood (community service, public utilities, events, initiatives etc.)
9. the library stimulated the development of my children/grandchildren through play, books etc.
10. I experienced the library as an enjoyable place where I like to spend some of my time
11. I experienced the library as safe and quiet place for studying and reading
12. other (please describe)

Please name the 3 benefits that were most important for you (e.g. 3, 2, 11) _____

In the following questions we're going to ask you to picture an unreal scenario where, in the immediate future, you won't be anymore in the condition to use this library and its services. We'd like to know what that would mean for you.

7. If the next year this library was closed down, could you get the same information/services elsewhere?

1. yes
2. yes, but it would take more time and effort
3. yes, but not everything (if necessary describe.....)
4. no
5. I don't know

8. If you think you could get the same services/information elsewhere, where would you get it?

(Check more than one box, if applicable)

1. via the Internet

- 2. in the media (newspapers, radio, television)
- 3. purchase/rent in a bookshop or specialist shops
- 4. from colleagues, friends etc.
- 5. from another library
- 6. other (please describe)

Have you got any story you'd like to tell about your experience with the library?

.....

Personal data

These additional questions can help us to interpret your answers correctly.

- How old are you?

- under 18
- 18 to 24
- 25 to 39
- 40 to 59
- 60 or over

- Are you:

- F M

- Education:

- primary school
- secondary school
- University (Master, PHD)
- other (please specify).....

- Do you have the opportunity to use a computer at home? yes
 no

- Do you have internet access at home? yes
 no